

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2174
Serial No.	: 10/804,320	Examiner	: Boris M. Pesin
Filed	: March 18, 2004	Conf. No.	: 7310
Title	: CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S GRAPHICAL DASHBOARD		

Mail Stop Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF JUNE 24, 2008

Please amend the above-identified application as follows:

Amendments to the claims begin on page 2.

Remarks begin on page 7.

CERTIFICATE OF MAILING BY EFS-WEB FILING

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS –WEB system on this date: October 20, 2008